

## **MADERA COUNTY**

### **VETERANS' SERVICE REPRESENTATIVE**

#### **DEFINITION**

Under general supervision, to advise and counsel veterans and their dependants about the benefits and rights to which they are entitled by law, including county, state and federal benefits; and performs related work as required.

#### **SUPERVISION EXERCISED**

May exercise technical and functional supervision over clerical staff.

#### **DISTINGUISHING CHARACTERISTICS**

The Veterans' Service Representative classification is utilized in the Veterans' Service/Public Guardian Office. Incumbents report to the Department Head (Veterans' Service Officer) and performs the required duties to assist veterans and their dependents understand and obtain a variety of available benefits and services.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Conducts interviews with veterans and their dependents; helps determine eligibility and entitlement to veterans' benefits; explains applicable laws and regulations; assists the applicant in drawing up the necessary documents and forms; maintains direct contact with veterans and their dependents; prepares reports for transmission in a timely manner to the State Department of Veterans' Affairs; communicates with community organizations in order to promote the Veterans' Services Office program; manages the database; and assists the Veterans' Service Officer in functional areas such as budgeting, property control and communications with veterans and community organizations as required.

#### **OTHER JOB RELATED DUTIES**

Performs related duties and responsibilities as required.

#### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

##### **Knowledge of:**

Federal, State and locals laws, codes, and regulations relating to veterans' rights, benefits, and obligations.  
Veterans' programs administered by federal and state governments.  
Benefits to which veterans and their dependents are entitled.  
Community resources available to veterans.  
Interviewing and investigative techniques.  
Counseling and guidance principles and practices.  
Report writing principles and techniques.

##### **Skill to:**

Operate modern office equipment including computer equipment.  
Operate a motor vehicle safely.

**Ability to:**

Read, comprehend, and apply appropriate laws, rules and regulations.  
Effectively interact with the public, county personnel and other public or private agencies to facilitate the preparation and transmittal of appropriate claims.  
Write clear and concise reports.  
Collect, interpret and analyze data.  
Compute complex mathematical computations.  
Identify veteran problems and determine the best solutions for the veteran.  
Assist the veteran in finding, identifying, collecting, and presenting evidence to support a veteran's claim.  
Communicate clearly and concisely, both orally and in writing.  
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

One year of extensive public contact experience involving interviewing or counseling individuals to determine the eligibility status of applications or claims based upon rules, regulations, policies, or laws and which would likely provide the required knowledge, skills, and abilities.

**Training:**

Equivalent to the completion of the twelfth grade.

**License or Certificate:**

Possession of, or ability to obtain, a valid California driver's license.  
Possession of, or ability to obtain within first twelve months of appointment, accreditation from the California Department of Veterans Affairs as a Veterans Service Representative.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment and travel to different sites and locations.

**Effective Date:** December, 2006